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THE ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

DOCKET NUMBER: AUS920010967US1

DATE: December 13, 2001

Sir:

Transmitted herewith for filing is the Patent Application of:

Inventors: Carl Phillip Gusler, Rick Allen Hamilton, II and Timothy Moffett Waters

For: Employing Speech Recognition and Key Words to Improve Customer Service**Assignee Name: International Business Machines Corporation****Assignee Residence: Armonk, New York**

Enclosed are:

X 20 Patent Specification including an AbstractX 6 Pages of ClaimsX 7 Sheet(s) of drawings. X Informal FormalX 3 Declaration(s) and Power of AttorneyX Form PTO 1595 and Assignment of the Invention to IBM Corporation A certified copy of a application.X Information Disclosure Statement, PTO 1449 and copies of 12 references.

The filing fee has been calculated as shown below:

FOR	Number Filed	Number Extra	Rate	Basic Fee \$740.00
Total Claims	23	-20 = 3	X \$ 18	= \$ 54.00
Independent Claims	04	3 = 1	X \$ 84	= \$ 84.00
Multiple Dependent Claims	00		X \$280	=
Total Filing Fee				= \$878.00

X Please charge my Deposit Account No. 09-0447 in the amount of \$ 878.00. A duplicate copy of this sheet is enclosed.

X The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

X Any additional filing fees required under 37 CFR 1.16.

X Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By David Mims, Jr.

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JC984 U.S. PTO

JC555 U.S. PTO
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